Inquiry Reasons For 1/1/2016 - 3/31/2016

Billing 2	Utility Type	Inquiry Reasons	No. of	
Disconnection 1 Total 3	Cellular			
Total 3		Billing	2	
Billing		Disconnection	1	
Carrier Billing 4 Product Services 1 Rates/Policies 4 Service quality/repair 4 Total 13 Farm Taps Billing 1 Service quality/repair 1 Total 2 Gas Distribution Companies Billing 11 Disconnection 2 Line extension/upgrade charge 1 Rates/Policies 3 Refusal to provide service 5 Safety 1 Service quality/repair 2				Total 3
Product Services	Competitive Local Exchange Carrier			
Rates/Policies 4 Service quality/repair 4 Total 13 Farm Taps Billing 1 Service quality/repair 1 Total 2 Gas Distribution Companies Billing 11 Disconnection 2 Line extension/upgrade charge 1 Rates/Policies 3 Refusal to provide service 5 Safety 1 Service quality/repair 2		Billing	4	
Service quality/repair 4 Total 13		Product Services	1	
Total 13 Farm Taps Billing		Rates/Policies	4	
Farm Taps Billing 1 Service quality/repair 1 Total 2 Gas Distribution Companies Billing 11 Disconnection 2 Line extension/upgrade charge 1 Rates/Policies 3 Refusal to provide service 5 Safety 1 Service quality/repair 2		Service quality/repair	4	
Billing 1 Service quality/repair 1 Total 2 Gas Distribution Companies Billing 11 Disconnection 2 Line extension/upgrade charge 1 Rates/Policies 3 Refusal to provide service 5 Safety 1 Service quality/repair 2				Total 13
Service quality/repair 1 Total 2 Gas Distribution Companies Billing 11 Disconnection 2 Line extension/upgrade charge 1 Rates/Policies 3 Refusal to provide service 5 Safety 1 Service quality/repair 2	Farm Taps			
Total 2 Gas Distribution Companies Billing 11 Disconnection 2 Line extension/upgrade charge 1 Rates/Policies 3 Refusal to provide service 5 Safety 1 Service quality/repair 2		Billing	1	
Billing 11 Disconnection 2 Line extension/upgrade charge 1 Rates/Policies 3 Refusal to provide service 5 Safety 1 Service quality/repair 2		Service quality/repair	1	
Billing 11 Disconnection 2 Line extension/upgrade charge 1 Rates/Policies 3 Refusal to provide service 5 Safety 1 Service quality/repair 2				Total 2
Disconnection 2 Line extension/upgrade charge 1 Rates/Policies 3 Refusal to provide service 5 Safety 1 Service quality/repair 2	Gas Distribution Companies			
Line extension/upgrade charge 1 Rates/Policies 3 Refusal to provide service 5 Safety 1 Service quality/repair 2		Billing	11	
Rates/Policies 3 Refusal to provide service 5 Safety 1 Service quality/repair 2		Disconnection	2	
Refusal to provide service 5 Safety 1 Service quality/repair 2		Line extension/upgrade charge	1	
Safety 1 Service quality/repair 2		Rates/Policies	3	
Service quality/repair 2		Refusal to provide service	5	
		Safety	1	
T . 1 05		Service quality/repair	2	
Total 25				Total 25
Intrastate Transmission	Intrastate Transmission			
Billing 2		Billing	2	
Total 2				Total 2

Investor-Owned Electric Utilities

Inquiry Reasons For 1/1/2016 - 3/31/2016

Utility Type	Inquiry Reasons	No. of	
	Billing	45	
	Deposit	1	
	Disconnection	21	
	Line extension/upgrade charge	2	
	Rates/Policies	16	
	Refusal to provide service	7	
	Safety	2	
	Service quality/repair	3	
			Total 97
Investor-Owned Water Companies			
	Billing	6	
	Service quality/repair	1	
			Total 7
Local Exchange Carriers			
	Billing	23	
	Disconnection	5	
	Line extension/upgrade charge	4	
	Rates/Policies	10	
	Refusal to provide service	13	
	Safety	3	
	Service quality/repair	101	
			Total 159
Long Distance Carriers			
	Slamming	1	
			Total 1
Rural Electric Cooperative Corporation			

Inquiry Reasons For 1/1/2016 - 3/31/2016

Utility Type	Inquiry Reasons	No. of
	Billing	10
	Deposit	1
	Disconnection	7
	Line extension/upgrade charge	2
	Rates/Policies	3
	Refusal to provide service	2
	Service quality/repair	3
		Total 28
Water Associations		
	Billing	2
	Service quality/repair	1
		Total 3
Water Districts		
	Billing	17
	Deposit	1
	Disconnection	7
	Line extension/upgrade charge	2
	Rates/Policies	6
	Refusal to provide service	4
	Service quality/repair	7
		Total 44
		Grand Total 384